

INFORMATION NOTICE

WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: EDD TELE-CERT—NEW UI CONTINUED CLAIMS CERTIFICATION METHOD

The purpose of this Information Notice is to announce that on November 17, 2010, the Employment Development Department (EDD) implemented EDD Tele-Cert. This new service gives Unemployment Insurance (UI) claimants a self-service option to complete their bi-weekly claim certification over the telephone 24 hours a day, 7 days a week.

The EDD Tele-Cert allows claimants to submit their continued claim certifications over the phone by calling the EDD Automated Self-Service Interactive Voice Response number, 1-866-333-4606. Additionally, it offers many advantages over submitting the paper form including the expedited receipt of UI payments for claimants, reduced call volumes to UI Call Centers, and reduced paper handling and associated costs.

The EDD will continue to mail claimants the paper continued claim form. However, it is expected that many claimants will opt to use the new EDD Tele-Cert instead of completing and mailing the paper form.

As with the introduction of any new tool or service, claimants may have questions or require staff assistance. In the event claimants have questions concerning EDD Tele-Cert or require assistance, please refer them to EDD staff.

For additional information regarding EDD Tele-Cert, please visit www.edd.ca.gov/Unemployment/EDD_Tele-Cert.htm.

/S/ MICHAEL EVASHENK, Chief
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